



CHICKASAW NATION MEDICAL CENTER TRANSPORTATION:

- If your transport is to the Chickasaw Nation Medical Center (CNMC), please check in at the information desk when you arrive.
- When your visit is complete, notify the information desk and they will contact transportation services for your return transport.
- After notifying the information desk that your visit is complete, please remain in the Town Center area of the CNMC. If you need to leave the area or hospital for any reason, please notify the information desk first. If you leave the premises and do not notify the information desk, this will be considered a no-show transport and could possibly affect your future transports.



**Bill Anoatubby, Governor
The Chickasaw Nation**

**Department of Community Services
Social Services Division
(580) 310-6453 • Toll-Free: (800) 492-2115
Chickasaw.net/Transportation**

THE CHICKASAW NATION TRANSPORTATION SERVICES

SOCIAL SERVICES DIVISION

GUIDELINES

(580) 310-6453
Toll Free: (800) 492-2115

MISSION:

- Transportation services fulfills the mission of the Chickasaw Nation, to enhance the overall quality of life of the Chickasaw people, by providing non-emergency medical transportation and prescription medication pickup and delivery service to First Americans within the Chickasaw Nation in a comfortable, simple, safe and easy-to-access fashion.

SCHEDULING TRANSPORTATION:

- Provide your Chickasaw Nation citizenship card and/ or Certificate of Degree of Indian Blood (CDIB) for a federally recognized tribe, your Social Security card and a valid photo ID (i.e., driver's license, state-issued ID, military ID or passport).
- To schedule a ride, call transportation services before 10 a.m. 24 hours (one business day) in advance for local appointments, and 72 hours (three business days) in advance for out-of-area appointments. Appointments are available Monday-Friday.
- If your appointment is canceled and you no longer need transportation, notify the transportation services department as soon as possible.
- An answering service is available before and after hours for your messages or transport cancellations. Please do not leave messages for transportation reservations with the answering service. We cannot make reservations before or after business hours or on Chickasaw Nation recognized holidays or closings.
- If you have three no-shows/same-day cancellations in a 90-day period, you are at risk of losing access to transportation services.
- Passengers who misuse or abuse the service or behave disruptively, including using foul/abusive language, may be denied access or suspended.

TRANSPORTATION SERVICES GUIDELINES:

- Be ready 15 minutes before the pickup time. The vehicle is considered on time if it arrives 15 minutes before or 15 minutes after the designated pickup time. The driver is required to wait up to 10 minutes from your pickup time.

TRANSPORTATION SERVICES GUIDELINES [CONTINUED]:

- Drivers cannot come into the home, lift passengers or take wheelchairs up and down stairs.
- You are responsible for all medication and belongings once aboard the vehicle. Please do not give them to your driver.
- You must not be under the influence of alcohol or drugs, including prescription narcotics or medicinal marijuana.
- Smoking, electric cigarettes (vaping) or using other types of tobacco products or medicinal marijuana in the vehicle is prohibited.
- Weapons of any kind are not allowed in our offices or vehicles.
- Please be respectful and courteous to other riders and your driver, including but not limited to behavior and hygiene.
- A clear, safe path, allowing access from the transportation vehicle to the home is necessary for the safety of driver and passenger. This includes but not limited to: pets being contained, if the driver deems a residence unsafe due to an unrestrained animal, the driver can refuse transport.
- Passenger attendants are permitted with supporting documentation from their physician verifying the necessity. Once attendant status has been established, an attendant must be present, otherwise transportation services cannot transport.
- Transportation services prioritizes safety and protecting passengers from contagions during their commute by having strict sanitation practices in place which may include but are not limited to barriers, masking and other processes.
- Drivers are unable to fulfill any transportation request to medical marijuana dispensaries as they are not approved medical centers.
- Please notify us when you change your address or no longer need transportation.

TRANSPORTATION SERVICES GUIDELINES [CONTINUED]:

- Passengers with disabilities may ride with their trained service animal. Service animals must be leashed, kept on the floor and out of the aisles as much as possible, and under the control of their owners at all times. A service animal may be denied when its handler is not able to control the animal, the animal is not housebroken or the animal poses a direct threat to the health or safety of others that cannot be eliminated or reduced to an acceptable level.

RIDING WITH CHILDREN:

- Child safety seats are required by law.
- You are responsible for providing a child safety seat.
 - Children under 2 years old must be in a rear-facing safety seat.
 - Children 4 to 7 years old must be restrained by an appropriate safety system or booster seat unless they are taller than 4 feet 9 inches.
 - The car seat must match the child's height, weight and age.
- An adult must accompany passengers under the age of 18.
- Children may ride only if they have a medical appointment.
- Children may not accompany adults when the appointment is for the adult, unless adequate space is available.

IMPORTANT:

- If at any point our drivers feel unsafe or feel that a client is not fulfilling their responsibilities during transport, the driver may pull over and call management or the authorities. The client may be asked to find other means of transportation, may be denied access or suspended.